

# Summary of key events in 2004/05



**15%**

increase in permanent employees Group-wide

Awarded Best Place to Work in Ireland

All operating businesses registered to

**ISO14001**

Airwave – completion of UK's first National Police Communications Service on time and on budget

**75%**

increase in recycled office waste by O2 Germany

Compliance to UK Code of Practice for the self-regulation of new forms of content on mobiles

**43rd**

(2004: 32nd) position in the BITC Corporate Responsibility Index

Manx Telecom help employees to fundraise for the island's first hospice with a children's unit

**56%**

reduction in HCFC ozone-depleting refrigerant gases

O2 Germany –

**11th**

in Best Places to Work as ranked by business magazine *Capital*

**81%**

of employees are 'proud to work' for O2

O2 plc – best wireless communications Company in the Dow Jones Sustainability Index

Around

**80%**

drop in phones recycled

Launch of major 'customer centricity' programme to create around 2,000 new jobs in the UK

Around

**4,000**

messages delivered to UK employees at their desks

Substantial increase in CO<sub>2</sub> emissions due to increase in communications networks

**30%**

increase in community investment contributions across the Group

Polly and Fred education tool introduced to the German curriculum by support of O2 Germany

Around

**50%**

of general waste recycled

Electricity sourced from renewable sources reaches

**30%**

in Ireland